



DETROIT
**Water & Sewerage
Department**

Water Board Building
735 Randolph Street
Detroit, MI 48226

Customer Service
Phone: 313-267-8000
www.detroitmi.gov/dwsd

TO: Arlene Lindsay

CC: Honorable Board of Water Commissioners

FROM: Julianne Gabon, Chief Customer Service Officer

DATE: 9/27/2019

RE: **Arlene Lindsay, 6135 Artesian**

The Detroit Water and Sewerage Department (DWSD) would like to thank you for submitting a comment card to voice your concerns. We appreciate your feedback and look forward to assisting you with resolving any concerns that you may have.

After careful review of your account it was determined that your current water bill is a result of unpaid water bills at your current property as well as a property you were previously a tenant at. As a tenant you are responsible for all unpaid water bills incurred at the property while you are living there. If unpaid bills remain, you will remain responsible upon moving to a new address. Due to this, your current bill represents all bills you are responsible for.

Upon review of your account you have reached out to the Water Residential Assistance Program (WRAP). WRAP is a great program that can help you get control of your water bill. Other programs such as the 10/30/50 program can assist with helping you make more manageable monthly payments. Any time you are having trouble making your monthly payments we encourage you to reach out to Customer Service to see how we can help.

Your feedback is greatly appreciated, thank you for being a valued DWSD customer.

Respectfully,

Julianne Gabon

Julianne Gabon
Chief Customer Service Officer